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Dee May
Executive Director
Federal Regulatory

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

verizon

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January 31, 2001

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th St., S.W. - Portals
Washington, DC 20554

RE: Application by Verizon New England Inc., et al., for Authorization To Provide In-Region, InterLATA Services in Massachusetts, Docket No. 01-9

Dear Ms. Salas:

Yesterday, J. Mulieri, K. Zacharia, B. Abesamis, J. Canny, M. Davis and D. May of Verizon met with B. Childers, D. Shiman, C. Libertelli, K. Farroba, J. McKee, P. Goyal, J. Veach, D. Kwiakoski and E. Einhorn to review the above application. The redacted material discussed is enclosed. A confidential version is also being filed. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 01-106.

Sincerely,

Dee May

Enclosures

cc: B. Childers
E. Einhorn
D. Shiman
C. Libertelli
K. Farroba
J. McKee
P. Goyal
J. Veach
D. Kwiakoski
S. Pie

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List A B C D E

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Carrier to Carrier

Performance Standards and Reports
Verizon Massachusetts September 2000

UNE CLEC Aggregate Performance

Metric #		Standard	Actual Performance		Difference	Observations
			Vz	CLEC		
PO-1-06	PO-1 - Response Time OSS Ordering Interface					
PO-1-06	Facility Availability (Loop Qualification) - BCI	Party plus + 4 Seconds	3.45	2.76	-0.69	
	Facility Availability (Loop Qualification) - CONCA	Party plus + 4 Seconds	3.45	2.10	-1.35	
PO-8-01	PO-8 - Manual Loop Qualification					
PO-8-02	Average Response Time - Manual Loop Qualification	95% within 48 Hours		UD		
	Average Response Time - Engineering Record Request	95% within 72 Hours		UD		
OR-1-01	OR-1 - Order Confirmation Thresholds					
OR-1-02	Average Lead Service Request Confirmation (LSRC) Time (Flow-Through)					
OR-1-03	% On Time LSRC - Flow Through	95% within 2 Hours				
OR-1-04	Average LSRC Time < 10 Lines					
OR-1-05	% On Time LSRC < 10 Lines	95% within 24 Hours				
OR-1-06	Average LSRC Time >= 10 Lines					
	% On Time LSRC >= 10 Lines	95% within 72 Hours				
OR-2-01	OR-2 - Reject Thresholds					
OR-2-02	Average Lead Service Request (LSR) Reject - Time (Flow-Through)					
OR-2-03	% On Time LSR Reject - Flow Through	95% within 2 Hours				
OR-2-04	Average LSR Reject Time < 10 Lines					
OR-2-05	% On Time LSR Reject < 10 Lines	95% within 24 Hours				
OR-2-06	Average LSR Reject Time >= 10 Lines					
	% On Time LSR Reject >= 10 Lines	95% within 72 Hours				
OR-1-03	OR-1 - Order Confirmation Thresholds					
OR-1-04	Average LSRC Time < 10 Lines					
OR-1-05	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours				
OR-1-06	Average LSRC Time >= 10 Lines					
	% On Time LSRC >= 10 Lines	95% within 72 Hours				
OR-2-03	OR-2 - Reject Thresholds					
OR-2-04	Average LSR Reject Time < 10 Lines					
OR-2-05	% On Time LSR Reject < 10 Lines	95% within 72 Hours				
OR-2-06	Average LSR Reject Time >= 10 Lines					
	% On Time LSR Reject >= 10 Lines	95% within 72 Hours				
PR-1-01	PR-1 - Average Interval Offered					
PR-1-02	As Interval Offered - Total No Dispatch	Party with Ratio				
	As Interval Offered - Total Dispatch	Party with Ratio				
PR-2-01	PR-2 - Average Completed Interval					
PR-2-02	As Interval Completed - Total No Dispatch	Party with Ratio				
PR-2-03	As Interval Completed - Total Dispatch	Party with Ratio				
PR-2-13	As Interval Completed (DD-2 Test & Serial Number)					
PR-2-14	As Interval Completed (DD-2 Test Test)					
PR-2-15	As Interval Completed (No DD-2 Test & Serial Number)	No Interval refer to product interval guide				
PR-2-16	As Interval Completed (No DD-2 Test & 8000 Provided)					
PR-2-17	As Interval Completed (No DD-2 Test & No 8000 Provided)					
PR-3-10	PR-3 - Completed within 3 Days					
	% Completed in 3 Days (1-3 Lines - Total)	Party with VZ Ratio				
PR-4-02	PR-4 - Missed Appointments					
PR-4-03	Average Delay Days - Total	Party with Ratio				
PR-4-04	% Missed Appointment - Customer	Name Analysis Only				
PR-4-05	% Missed Appointment - Verizon - Dispatch	Party with Ratio				
PR-4-06	% Missed Appointment - Verizon - No Dispatch	Party with Ratio				
PR-4-07	% Missed Appnt - Customer - Late Order Cntrl	Name Analysis Only				
PR-4-14	% Completed On Time - Complete (DD-2 Test & Serial Number)	95% on 1 mo				
PR-4-15	% Completed On Time - Complete (DD-2 Test Test)	95% on 1 mo				
PR-4-16	% Completed On Time - Complete (No DD-2 Test & Serial Number)	95% on 1 mo				
PR-4-17	% Completed On Time - Complete (No DD-2 Test & 8000 Provided)	95% on 1 mo				
PR-4-18	% Completed On Time - Complete (No DD-2 Test & No 8000 Provided)	95% on 1 mo				
PR-5-01	PR-5 - Facility Missed Orders					
PR-5-02	% Missed Appointment - Verizon Facilities	Party with Ratio				
PR-5-03	% Orders Held for Facilities > 15 Days	Party with Ratio				
	% Orders Held for Facilities > 60 Days	Party with Ratio				
PR-6-01	PR-6 - Installation Quality					
PR-6-03	% Initial Trouble Reported within 30 Days	Party with Ratio				
	% Initial Trouble Reported within 30 Days - FORTYFOUR	Party with Ratio				
MR-2-02	MR-2 - Trouble Report Rate					
MR-2-03	Network Trouble Report Rate - Loop	Party with Ratio				
MR-2-05	Network Trouble Report Rate - Central Office	Party with Ratio				
	% OFS/TOM/POK Trouble Report Rate	Name Analysis Only				
MR-3-01	MR-3 - Missed Repair Appointments					
MR-3-04	% Missed Repair Appointment - Loop	Party with Ratio				
MR-3-05	% Missed Repair Appointment - No Double Dispatch	Name Analysis Only				
	% Missed Repair Appointment - Double Dispatch	Name Analysis Only				
MR-4-01	MR-4 - Trouble Duration Intervals					
MR-4-02	Mean Time To Repair - Total	Party with Ratio				
MR-4-03	Mean Time To Repair - Loop Trouble	Party with Ratio				
MR-4-04	Mean Time To Repair - Central Office Trouble	Party with Ratio				
MR-4-05	% Out of Service > 24 Hours	Party with Ratio				
MR-4-06	Mean Time To Repair - No Double Dispatch	Party with Ratio				
MR-4-07	Mean Time To Repair - Double Dispatch	Party with Ratio				
MR-5-01	MR-5 - Repeat Trouble Reports					
	% Repeat Reports within 30 Days	Party with Ratio				
NP-2-01	NP-2 - Collection Performance - New					
NP-2-03	Average Interval - Physical Collection	78 Days				
NP-2-07	% On Time - Physical Collection	95% on time				
	Average Delay Days - Physical Collection	See Guidelines				
NP-2-05	NP-2 - Collection Performance - Assign					
NP-2-07	% On Time - Physical Collection	95% on time				
	Average Delay Days - Physical Collection	See Guidelines				

Carrier to Carrier

Performance Standards and Reports
Verizon Massachusetts October 2000

UNE CLEC Aggregate Performance

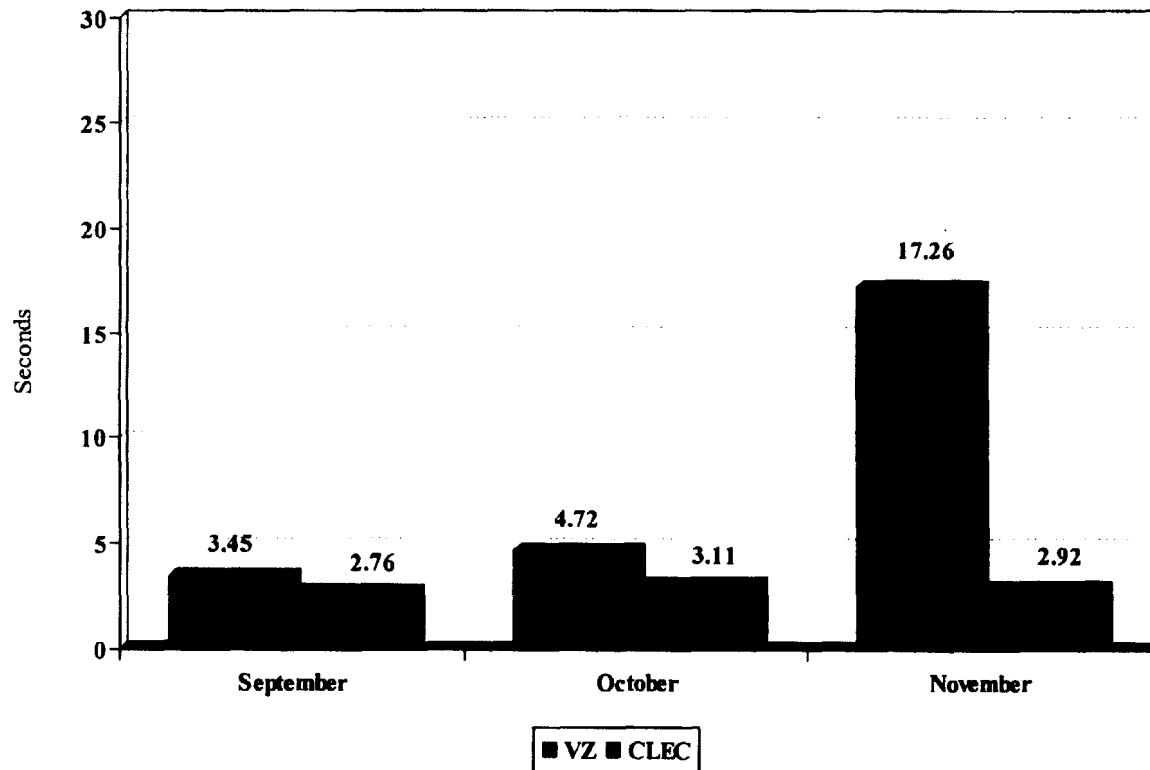
PO-1 - Response Time OSS Ordering Interface		Vt		CLEC	Difference	Observations				
PO-1-06	Facility Availability (Loop Qualification) - ERI	Partly plus - 4 Sources	4.72	3.11	-1.61					
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Partly plus - 4 Sources	4.72	1.77	-2.94					
PO-2 - Manual Loop Qualification		Vt		CLEC	Difference	Observations				
PO-2-01	Average Response Time - Manual Loop Qualification	95% within 48 Hours	00	00						
PO-2-02	Average Response Time - Singlepoint Repeat Request	95% within 72 Hours	00	00						
OR-1 - Order Confirmation Thresholds		Vt		CLEC	Difference	Observations				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	95% within 7 hours	0.21	0.21						
OR-1-02	% On Time LSRC - Flow Through	95% within 24 hours	99.82	11839						
OR-1-03	Average LSRC Time < 10 Lines	95% within 24 hours	0.97	0.97						
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 hours	97.35	11839						
OR-1-05	Average LSRC Time < 10 Lines	95% within 72 hours	15.38	15.38						
OR-1-06	% On Time LSRC < 10 Lines	95% within 72 hours	99.73	375						
OR-2 - Repeat Thresholds		Vt		CLEC	Difference	Observations				
OR-2-01	Average Local Service Request (LSR) Repeat - Time (Flow-Through)	95% within 7 hours	0.01	0.01						
OR-2-02	% On Time LSR Repeat - Flow Through	95% within 24 hours	99.83	1643						
OR-2-03	Average LSR Repeat Time < 10 Lines	95% within 24 hours	10.78	10.78						
OR-2-04	% On Time LSR Repeat < 10 Lines	95% within 72 hours	95.82	3194						
OR-2-05	Average LSR Repeat Time < 10 Lines	95% within 72 hours	19.68	19.68						
OR-2-06	% On Time LSR Repeat < 10 Lines	95% within 72 hours	98.69	153						
OR-1 - Order Confirmation Thresholds		Vt		CLEC	Difference	Observations				
OR-1-03	Average LSRC Time < 10 Lines	95% within 72 hours	17.87	17.87						
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 hours	99.87	607						
OR-1-05	Average LSRC Time < 10 Lines	95% within 72 hours	NA	NA						
OR-1-06	% On Time LSRC < 10 Lines	95% within 72 hours	NA	NA						
OR-2 - Repeat Thresholds		Vt		CLEC	Difference	Observations				
OR-2-03	Average LSR Repeat Time < 10 Lines	95% within 72 hours	18.81	18.81						
OR-2-04	% On Time LSR Repeat < 10 Lines	95% within 72 hours	99.82	741						
OR-2-05	Average LSR Repeat Time < 10 Lines	95% within 72 hours	NA	NA						
OR-2-06	% On Time LSR Repeat < 10 Lines	95% within 72 hours	NA	NA						
PR-1 - Average Interval Offered		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
PR-1-01	Air Interval Offered - Total No Dispatch	Partly with Retail	8.31	8.87	11864	766	2.88	0.86	-14.34	
PR-1-02	Air Interval Offered - Total Dispatch	Partly with Retail	8.31	8.83	1148	1126	1.26	0.64	-11.38	
PR-2 - Average Completed Interval		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
PR-2-01	Air Interval Completed - Total No Dispatch	Partly with Retail	8.33	8.87	10818	18	4.84	1.34	-1.18	
PR-2-02	Air Interval Completed - Total Dispatch	Partly with Retail	7.83	7.78	964	934	8.41	0.58	-4.31	
PR-2-03	Air Interval Completed (DD-2 Test & Serial Number)	Partly with Retail	00	00						
PR-2-04	Air Interval Completed (DD-2 Test Total)	Partly with Retail	00	00						
PR-2-05	Air Interval Completed (No DD-2 Test & Serial Number)	No Standards refer to product internal guide	00	00						
PR-2-06	Air Interval Completed (No DD-2 Test & 8000 Provided)	No Standards refer to product internal guide	00	00						
PR-2-07	Air Interval Completed (No DD-2 Test & No 8000 Provided)	No Standards refer to product internal guide	00	00						
PR-3 - Completed within X Days		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
PR-3-10	% Completed in 3 Days (1-3 Lines - Total)	Partly with Retail	62.31	64.81	8536	872	1.26		-13.76	
PR-4 - Missing Appointments		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
PR-4-02	Average Delay Days - Total	Partly with Retail	23.22	11.37	107	75	15.80	2.41	4.31	
PR-4-03	% Missing Appointment - Customer	Name Analysis Only	3.38	12.62	11534	11534				
PR-4-04	% Missing Appointment - Vendor - Dispatch	Partly with Retail	3.18	3.67	1186	1334		8.34	-9.78	
PR-4-05	% Missing Appointment - Vendor - No Dispatch	Partly with Retail	8.83	8.73	11803	38		1.37	-3.86	
PR-4-06	% Missing App. - Customer - Late Order Conf.	Name Analysis Only	8.11	8.11	10975	10975				
PR-4-07	% Completed On Time - Computer (DD-2 Test & Serial Number)	95% on Time	94.90	77.54	12781	828				
PR-4-08	% Completed On Time - Computer (DD-2 Test Total)	95% on Time	94.90	77.54	12781	828				
PR-4-09	% Completed On Time - Computer (No DD-2 Test & Serial Number)	95% on Time	94.90	77.54	12781	828				
PR-4-10	% Completed On Time - Computer (No DD-2 Test & 8000 Provided)	95% on Time	94.90	77.54	12781	828				
PR-4-11	% Completed On Time - Computer (No DD-2 Test & No 8000 Provided)	95% on Time	94.90	77.54	12781	828				
PR-5 - Facility Missing Orders		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
PR-5-01	% Missing Appointment - Vendor Facilities	Partly with Retail	8.07	1.47	12189	1673		0.08	-31.81	
PR-5-02	% Orders Held for Facilities > 10 Days	Partly with Retail	0.00	0.00	12189	1673				
PR-5-03	% Orders Held for Facilities > 90 Days	Partly with Retail	0.00	0.00	12189	1673				
PR-6 - Installation Quality		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
PR-6-01	% Install, Trouble Reported within 30 Days	Partly with Retail	1.08	11.01	11899	2007		0.35	-25.82	
PR-6-02	% Install, Trouble Reported within 30 Days - PORT/CRUISE	Partly with Retail	1.74	12.41	11899	2007		0.32	-33.81	
MR-2 - Trouble Report Rate		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
MR-2-02	Network Trouble Report Rate - Loop	Partly with Retail	1.88	2.57	33716	15616		8.13	-6.84	
MR-2-03	Network Trouble Report Rate - Central Office	Partly with Retail	0.33	0.92	33716	15616		8.13	-11.06	
MR-2-05	% CRUIT/CRUISE Trouble Report Rate	Name Analysis Only	1.71	4.41	33716	15616		8.13	-31.68	
MR-3 - Missing Repair Appointments		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
MR-3-01	% Missing Repair Appointment - Loop	Partly with Retail	12.34	15.48	608	401		2.12	-1.47	
MR-3-04	% Missing Repair Appointment - No Double Dispatch	Name Analysis Only	8.94	8.95	576	374		1.88	-0.61	
MR-3-05	% Missing Repair Appointment - Double Dispatch	Name Analysis Only	38.37	27.88	107	185		8.03	1.73	
MR-4 - Trouble Duration Intervals		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
MR-4-01	Mean Time To Repair - Total	Partly with Retail	21.27	30.78	716	345		18.42	1.16	8.82
MR-4-02	Mean Time To Repair - Loop Trouble	Partly with Retail	22.42	35.00	608	401		18.75	1.24	-10.12
MR-4-03	Mean Time To Repair - Central Office Trouble	Partly with Retail	14.82	19.07	108	144		18.75	2.38	-1.78
MR-4-06	% Out of Service > 24 Hours	Partly with Retail	30.78	41.82	549	280		18.42	1.29	-3.21
MR-4-09	Mean Time To Repair - No Double Dispatch	Partly with Retail	18.70	23.47	576	374		18.42	1.29	-3.70
MR-4-10	Mean Time To Repair - Double Dispatch	Partly with Retail	38.87	47.20	107	185		18.42	2.41	-4.28
MR-5 - Repair Trouble Reports		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
MR-5-01	% Repair Trouble Reports within 30 Days	Partly with Retail	20.25	15.41	716	345		18.42	2.28	2.12
MR-2 - Collection Performance - New		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
MR-2-03	Average Interval - Physical Collection	76 Days	68.78	68.78						
MR-2-05	% On Time - Physical Collection	95% on time	68.78	68.78						
MR-2-07	Average Delay Days - Physical Collection	See Guidelines	11.92	11.92						
MR-2 - Collection Performance - Augment		Vt		CLEC Aggregate	Number of Observations	Standard Deviation	Sampling Error	Z-Score		
MR-2-03	Average Interval - Physical Collection	76 Days	68.78	68.78						
MR-2-05	% On Time - Physical Collection	95% on time	68.78	68.78						
MR-2-07	Average Delay Days - Physical Collection	See Guidelines	11.92	11.92						

③

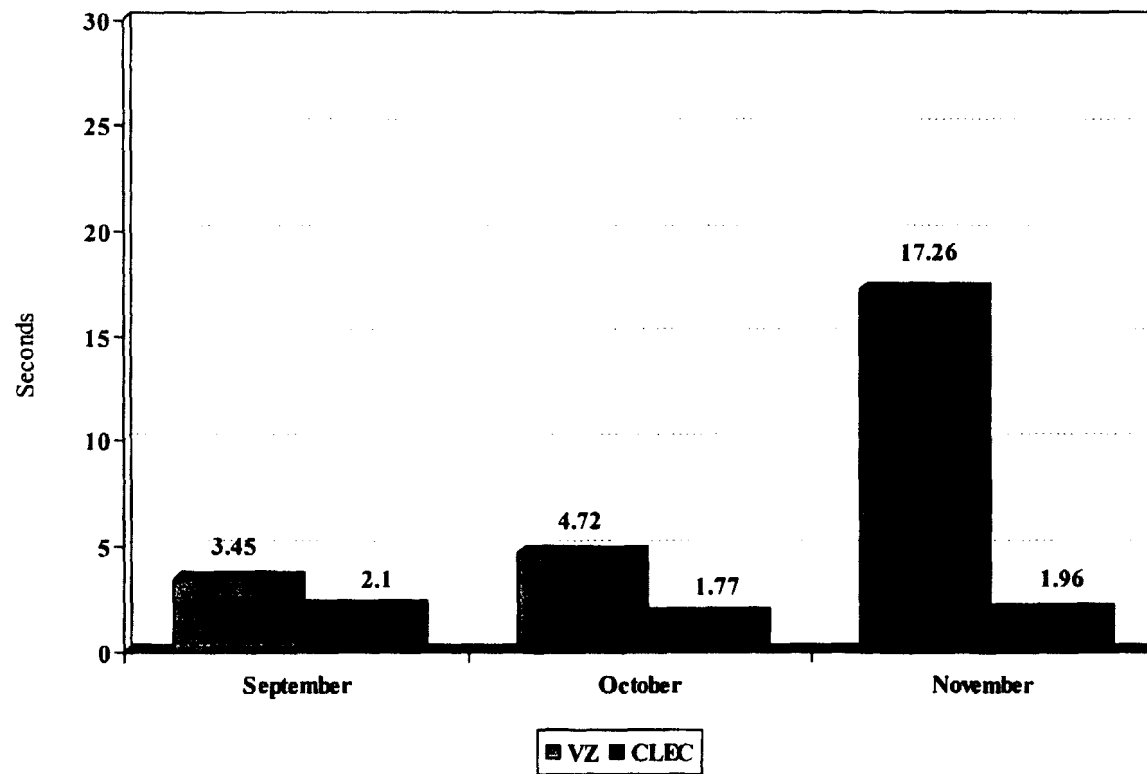
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**RESPONSE TIME TO MECHANIZED LOOP QUAL REQUESTS (EDI)
(PO-1-06)**

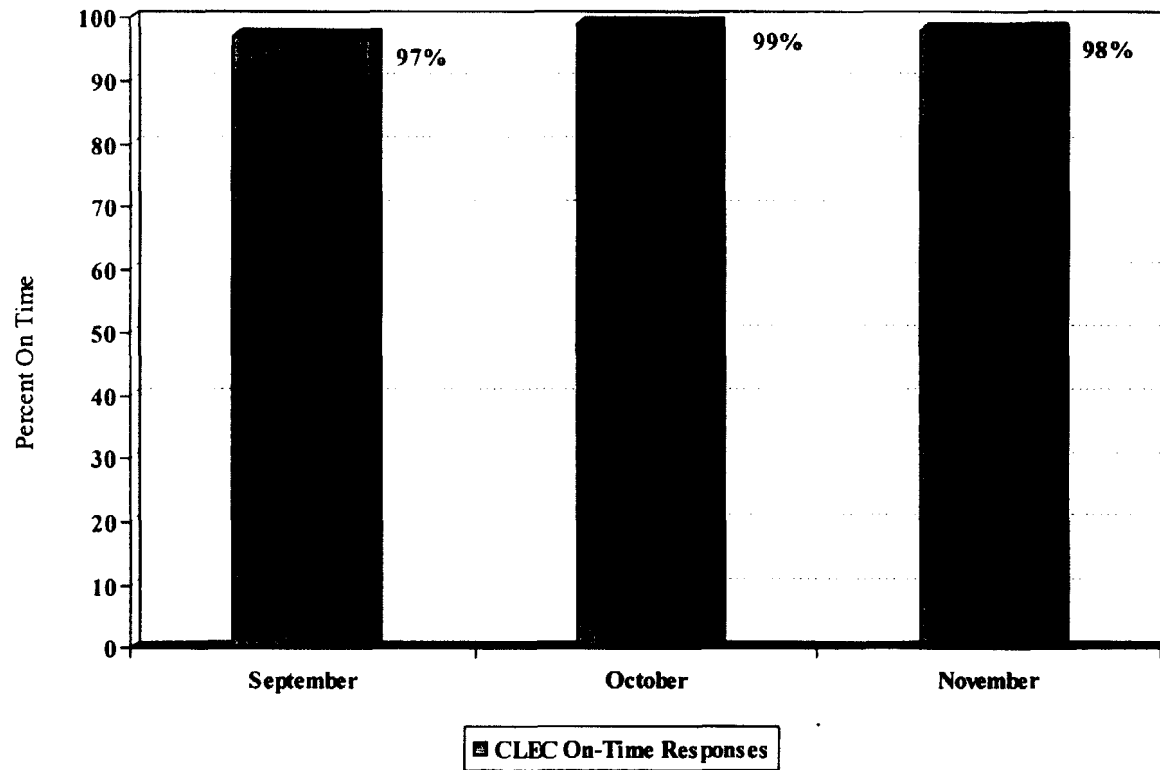


**RESPONSE TIME TO MECHANIZED LOOP QUAL REQUESTS (CORBA)
(PO-1-06)**



MANUAL LOOP QUALIFICATION RESPONSE TIMES

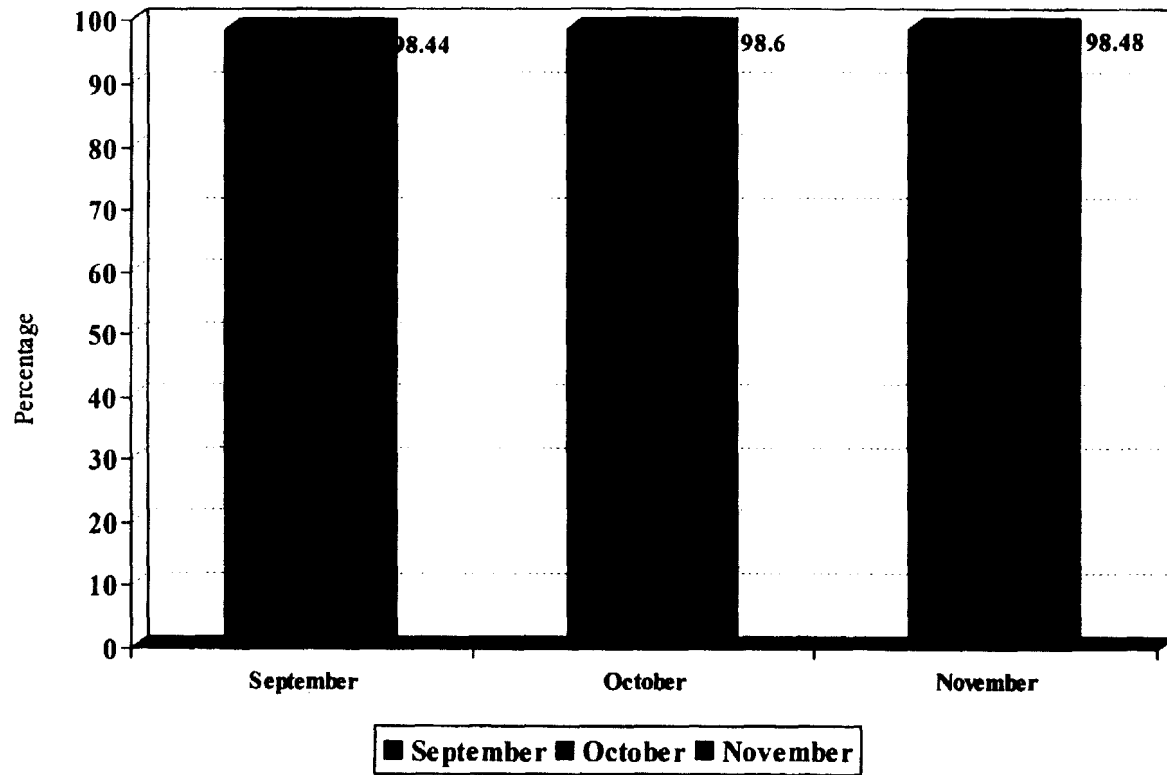
COMPLETED W/IN 48 HOURS



MANUAL LOOP QUALIFICATION RESPONSE TIMES

Measure	September	October	November
# Of Requests	1307	1252	1177
# Completed < 48 Hrs.	1262	1234	1158
% On Time	<u>97</u>	<u>99</u>	<u>98</u>

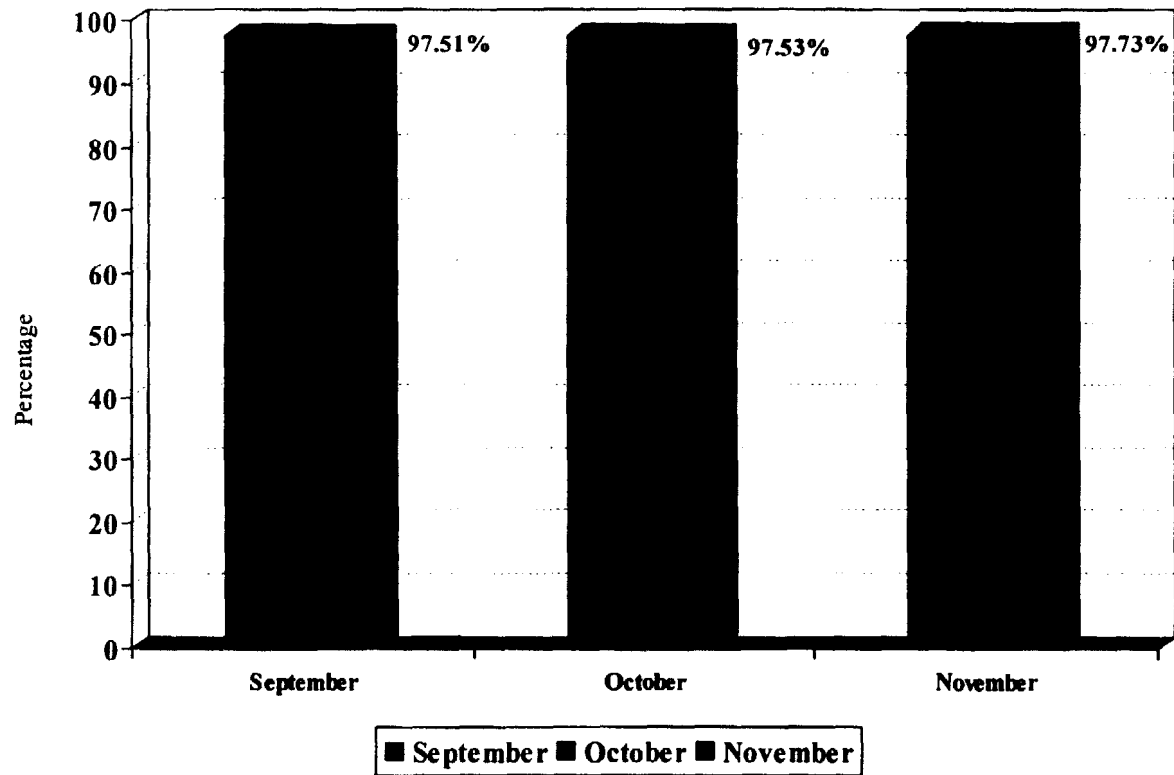
DSL ORDERING TIMELINESS
(CONFIRMATIONS)



DSL ORDERING TIMELINESS
(Confirmations)

Measure	September	October	November
2 WR DSL: OR-1-04 % On Time LSRC < 10 Lines (Electronic)	98.75	98.67	99.25
Loop/Pre-Qualified Complex/LNP: OR-1-02 % On Time LSRC – Flow Through	99.68	99.82	99.48
Loop/Pre-Qualified Complex/LNP: OR-1-04 % On Time LSRC < 10 Lines	97.35	97.35	97.27
Loop/Pre-Qualified Complex/LNP: OR-1-06 % On Time LSRC >=10 Lines	96.9	99.73	100
Weighted Average	<u>98.44</u>	<u>98.60</u>	<u>98.48</u>

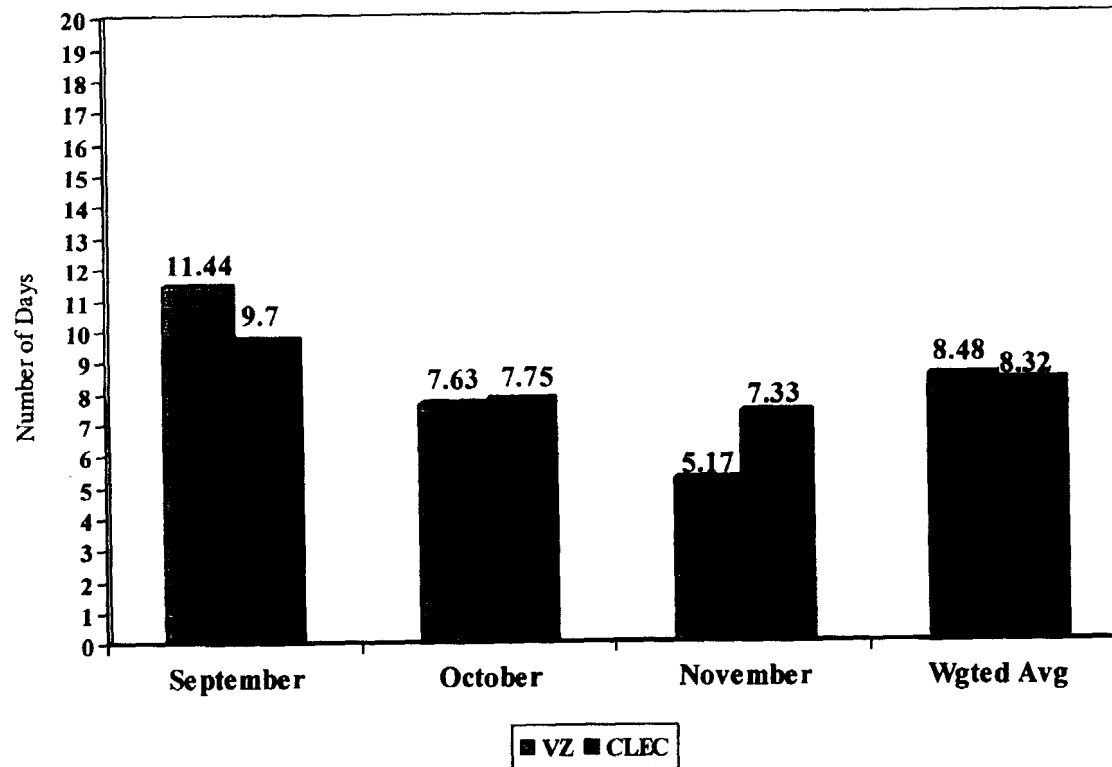
DSL ORDERING TIMELINESS
(REJECTS)



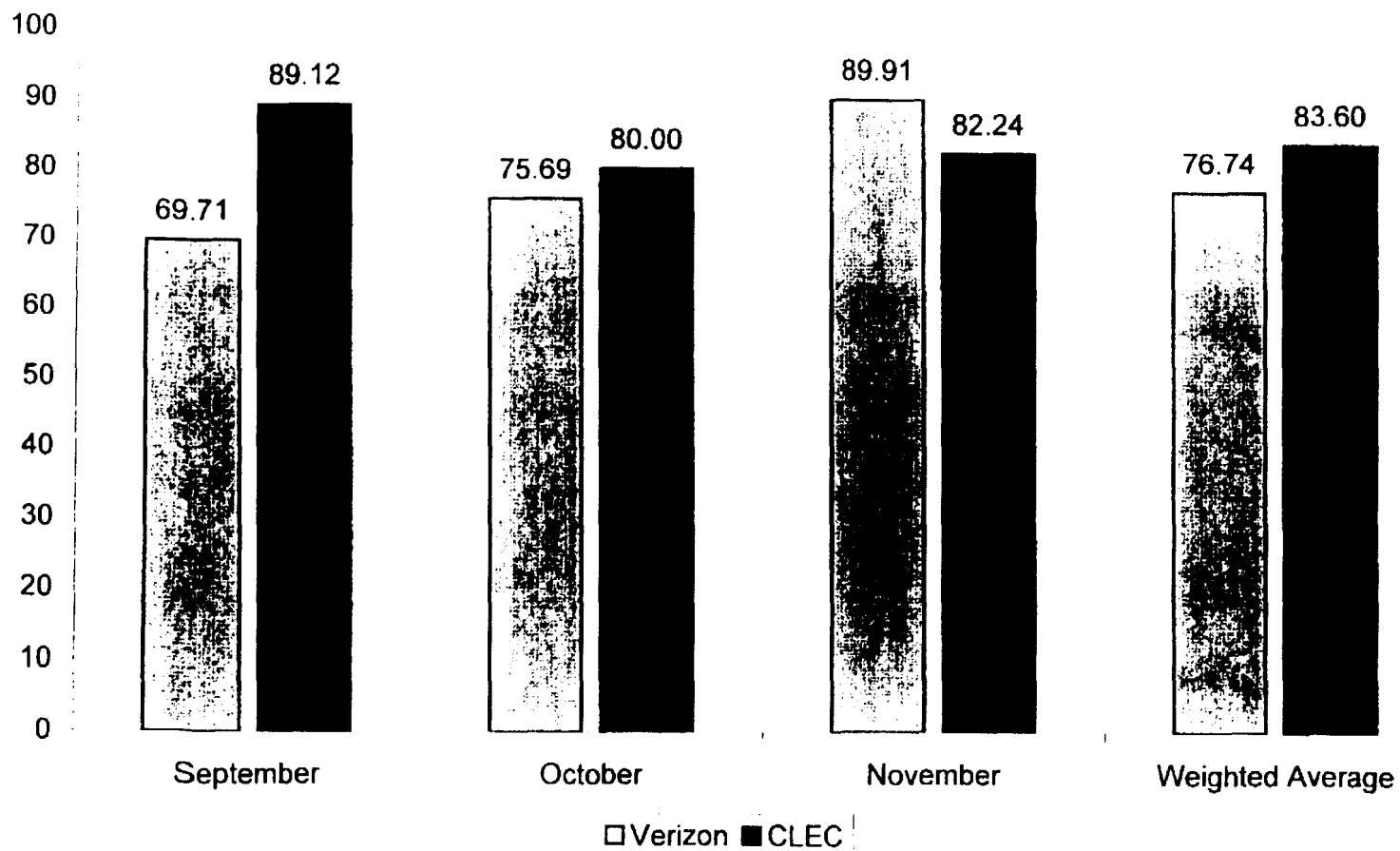
DSL ORDERING TIMELINESS
(Rejects)

Measure	September	October	November
2 WR DSL: OR-2-04 % On Time LSRC Reject < 10 Lines	98.80	98.92	99.38
Loop/Pre-Qualified Complex/LNP: OR-2-02 % On Time LSRC Reject – Flow Through	99.70	99.93	99.53
Loop/Pre-Qualified Complex/LNP: OR-2-04 % On Time LSRC Reject < 10 Lines	95.76	95.92	96.15
Loop/Pre-Qualified Complex/LNP: OR-2-06 % On Time LSRC Reject >=10 Lines	97.91	98.69	100
Weighted Average	<u>97.51</u>	<u>97.53</u>	<u>97.73</u>

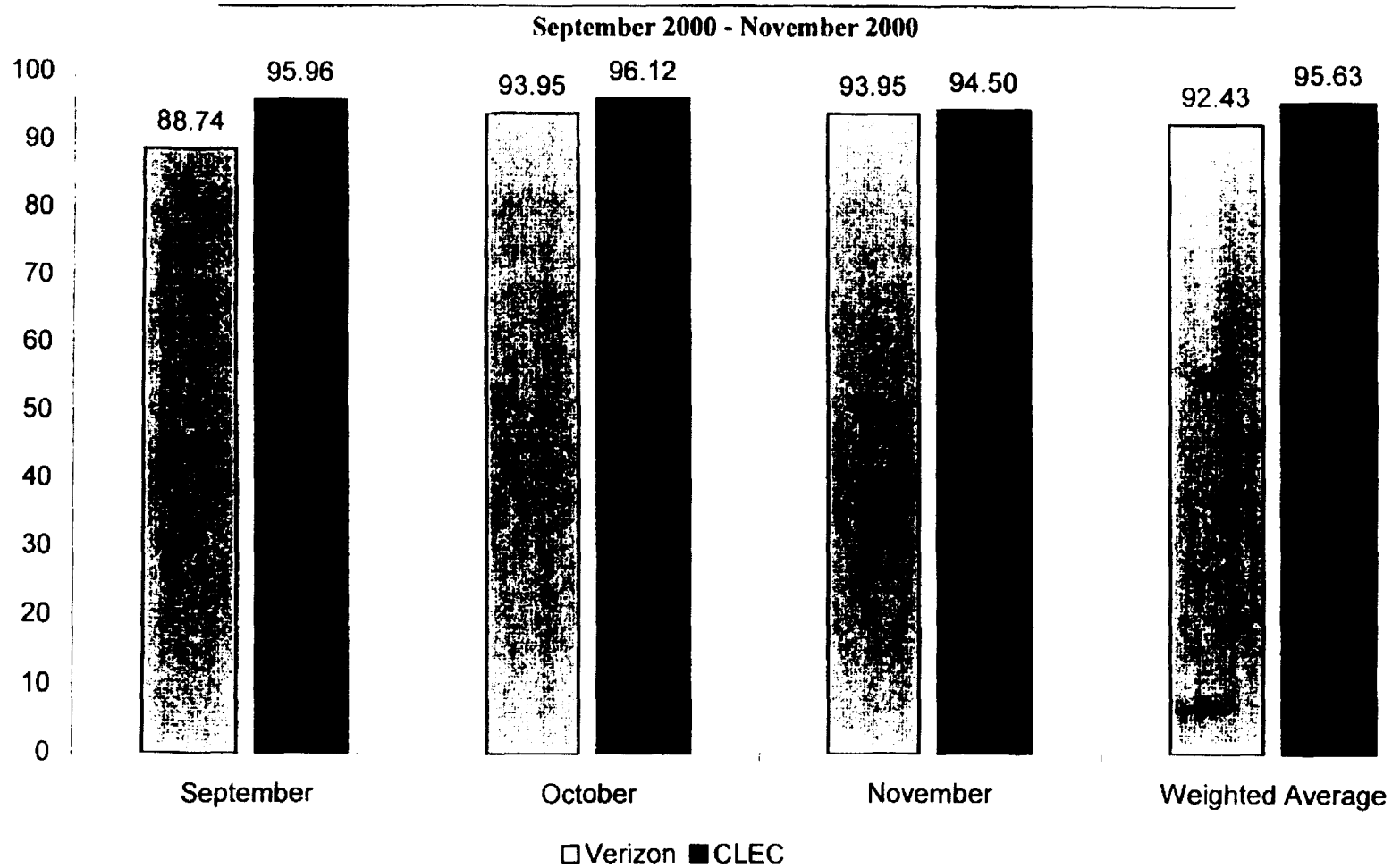
DSL INTERVAL COMPLETED
(PR-2-02: Average Interval Completed - Dispatch)



Attachment C
Adjusted Performance on Metric PR-3-10
Recalculation Using New Business Rules and Excluding Strike Impacted Orders
September 2000 - November 2000



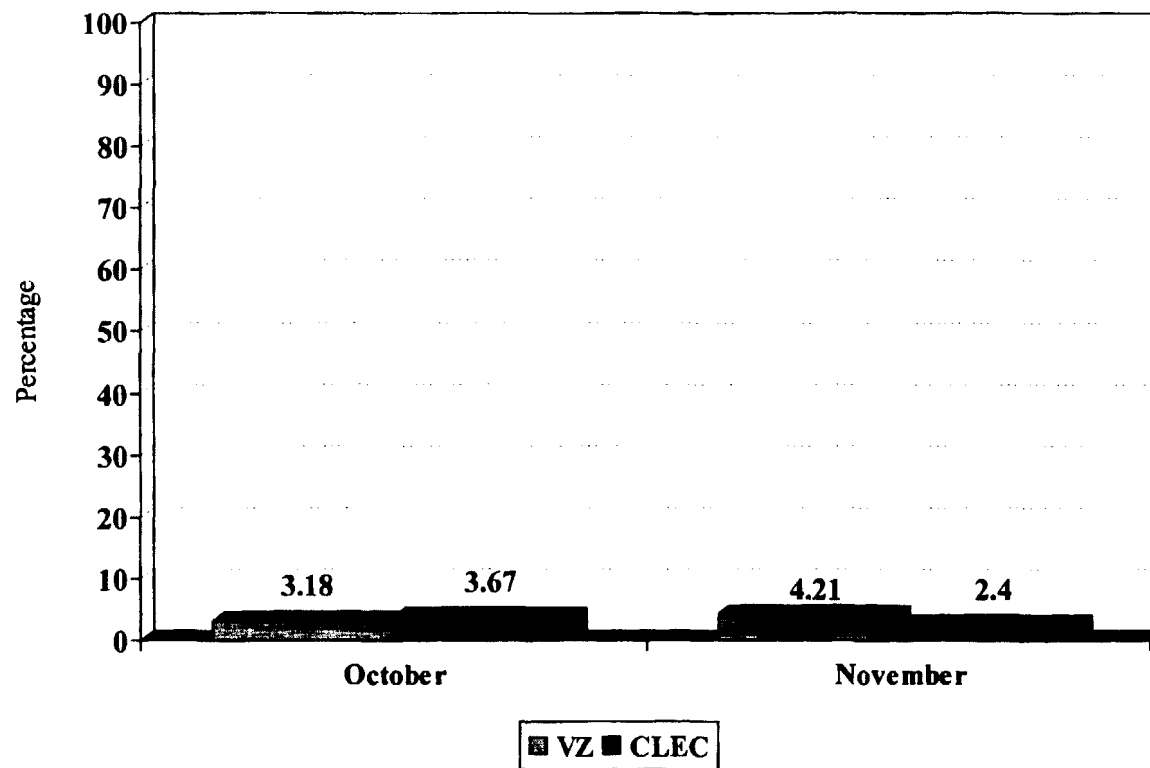
Attachment C
Adjusted Performance on Metric PR-3-10
Recalculation Including Orders Completed in Seven Days



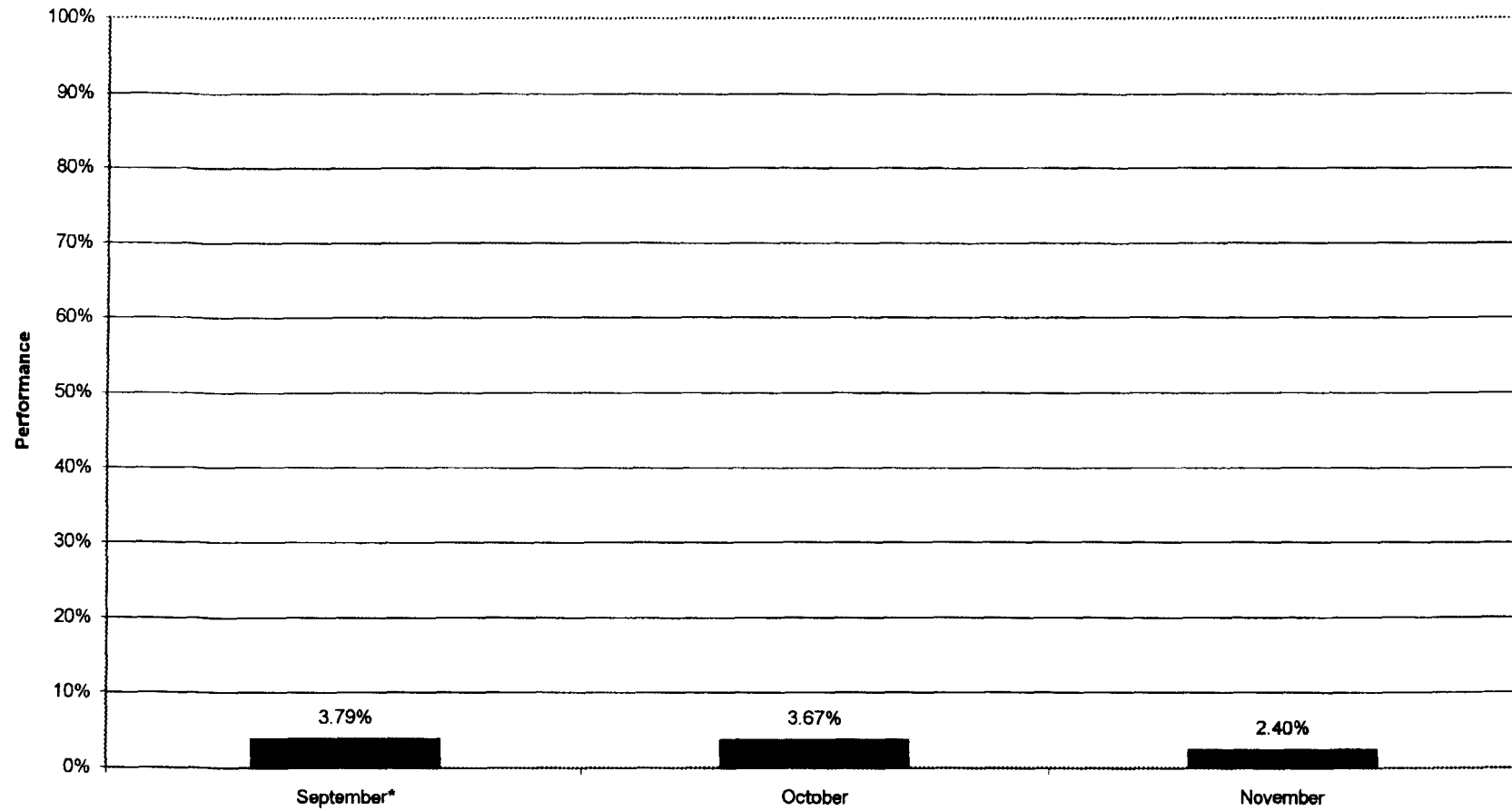
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**% MISSED APPOINTMENT - DISPATCH
PR-4-04**

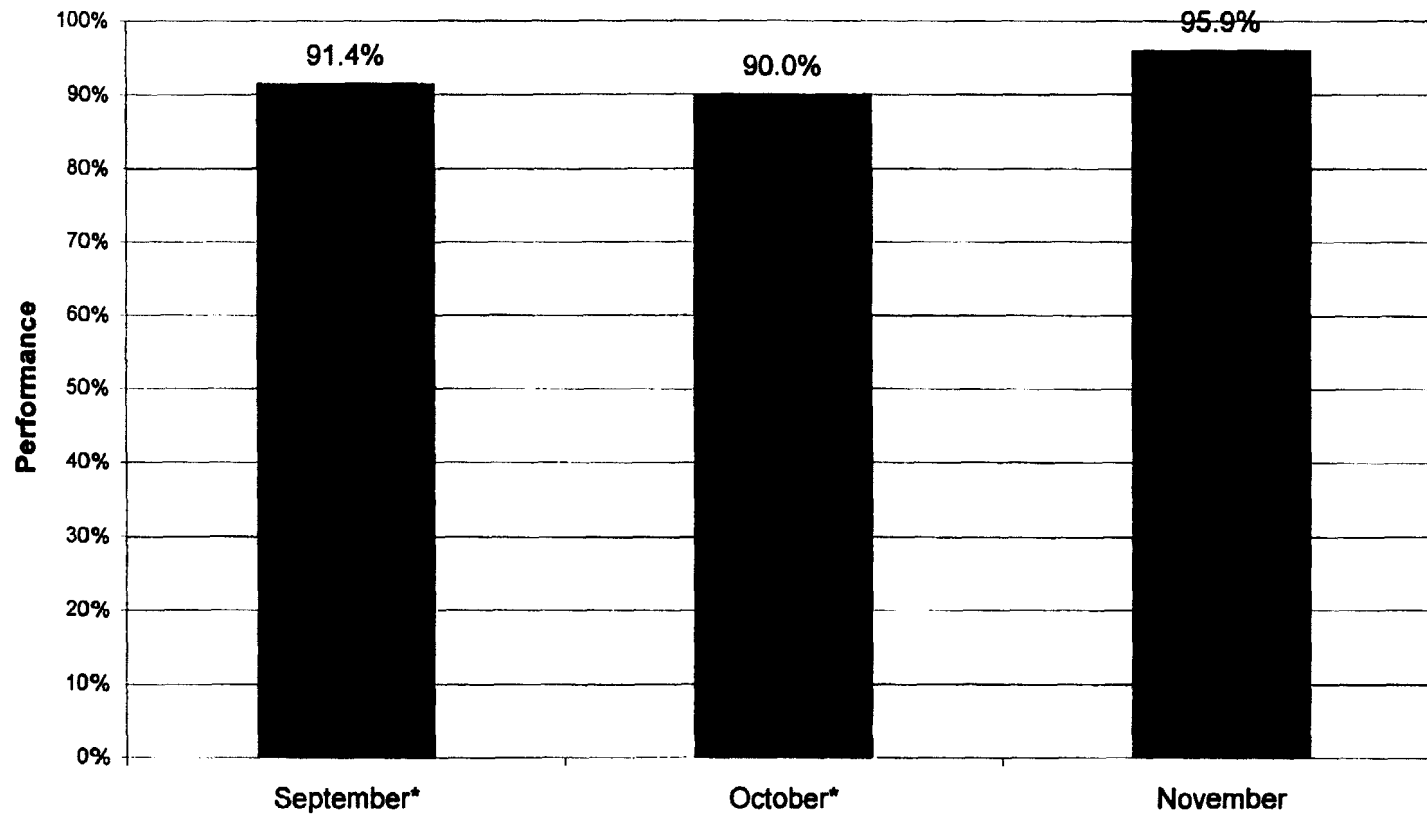


**% Missed Appointments - VZ - Dispatch
PR-4-04**



* Strike Adjusted

**On-Time Performance For DSL Loops
Performance Assurance Plan
PR 4-14, PR 4-15, PR 4-16, PR 4-17, PR 4-18**
September - November 2000**



* Adjusted For Work Stoppage

** See Page Two For Explanation Of Metrics And Calculation

Explanation Of Metrics And Calculation

In September, October, and November 2000, Verizon has reported four measurements for Percent Completed On Time -- PR-4-14, PR-4-15, PR-4-16, and PR-4-17. These measures are based on different provisioning processes used by different CLECs:

□ PR-4-14 This metric measures the on time completion rate for DSL orders submitted by CLECs that participate in a facilities test two days prior to the due date. Orders are counted as completed on time only where the Verizon technician is able to reach the CLEC technician and obtain a serial number.

□ PR-4-15 This metric measures the on time completion rate for the same DSL orders included in PR-4-14. The only difference between PR-4-15 and PR-4-14 is that for purposes of PR-4-15, orders are counted as completed on time where Verizon's technician completes the installation of the loop on the due date, regardless of whether the technician is able to reach the CLEC technician and obtain a serial number

□ PR-4-16 This metric measures the on time completion rate for DSL orders submitted by CLECs that DO NOT participate in a facilities test two days prior to the due date, but are capable of performing a cooperative test on the due date. Orders are counted as completed on time only where the Verizon technician is able to reach the CLEC technician and obtain a serial number. None of the orders counted in PR-4-16 are included in any of the other on time completion metrics (PR-4-14, PR-4-15, PR-4-17, or PR-4-18).

□ PR-4-17 This metric measures the on time completion rate for DSL orders submitted by CLECs that DO NOT participate in a facilities test two days prior to the due date, ARE NOT capable of performing a cooperative test on the due date, but do provide Verizon with a 800 number for contact purposes. Orders are counted as completed on time where Verizon's technician completes the installation of the loop on the due date. None of the orders counted in PR-4-17 are included in any of the other on time completion metrics (PR-4-14, PR-4-15, PR-4-16, or PR-4-18).

(The Carrier-to-Carrier Guidelines also describe a fifth measure -- PR-4-18 -- but no CLECs use the provisioning process described there, so no performance is reported.)

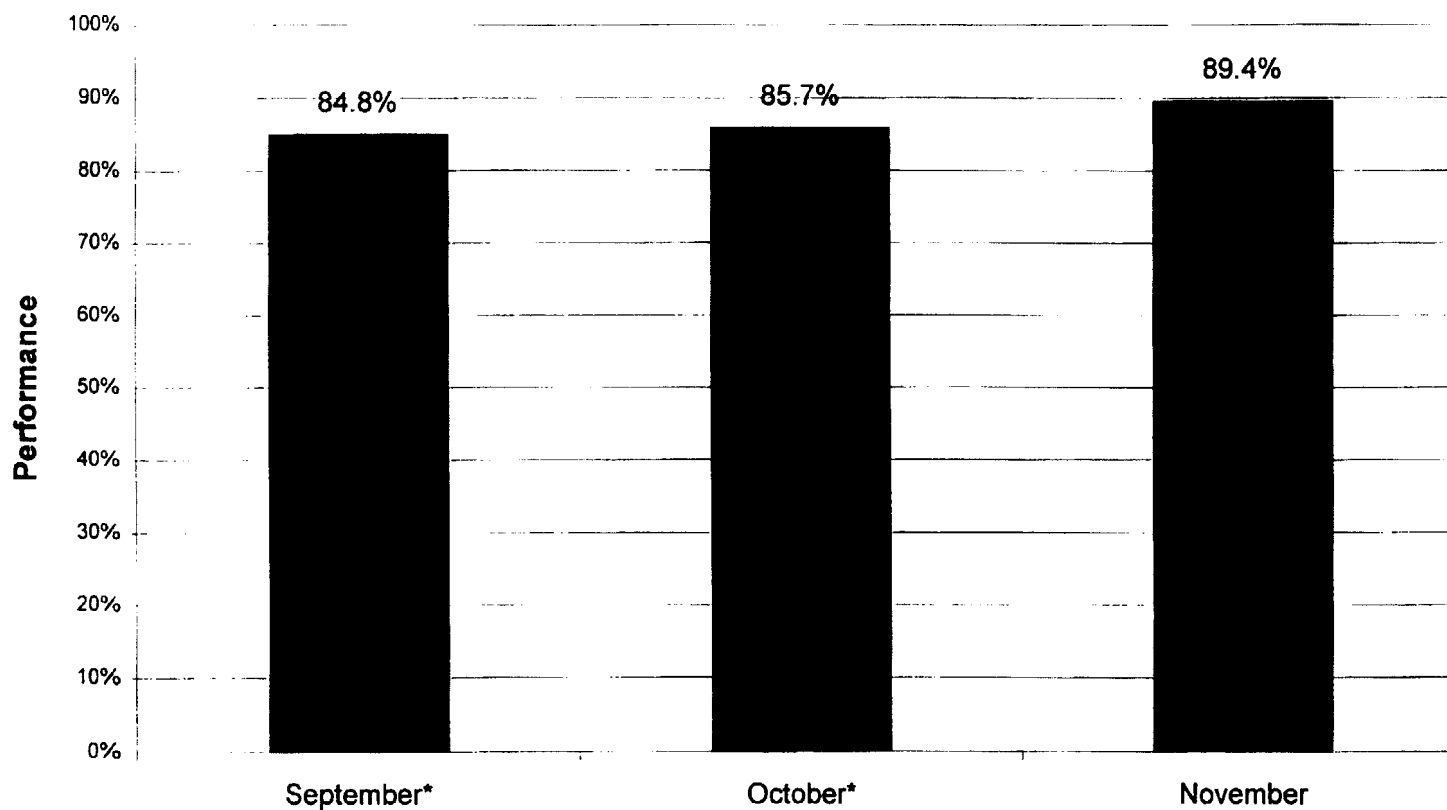
The Carrier-to-Carrier working group has agreed to combine these measures into a single Percent Completed On Time measure for DSL loops, and the New York PSC and Massachusetts DTE have adopted that agreement for future reporting. As a result, Verizon has calculated a combined Percent Completed On Time measure by including the results from PR-4-15, PR-4-16 and PR-4-17. These three metrics include all of the DSL orders completed in any one month. Verizon did not include the results from PR-4-14 in the calculation because all of those orders are already included in PR-4-15 and including them in the calculation would have given those orders a double weighting.

On-Time Performance For DSL Loops
Performance Assurance Plan
September - November 2000

	<u>September*</u>	<u>October*</u>	<u>November</u>
Metric	<u>Percent On-Time</u>	<u>Percent On-Time</u>	<u>Percent On-Time</u>
PR 4-14	88.7%	85.1%	93.0%
PR 4-15	92.0%	91.8%	96.3%
PR 4-16	82.9%	83.2%	92.5%
PR 4-17	96.4%	92.0%	97.6%
PR 4-18	0.0%	0.0%	0.0%
Composite Performance	91.4%	90.0%	95.9%

* Adjusted For Work Stoppage

**On-Time Performance For DSL Loops
Carrier To Carrier
PR 4-14, PR 4-15, PR 4-16, PR 4-17 ,PR 4-18
September - November 2000**



* Adjusted For Work Stoppage

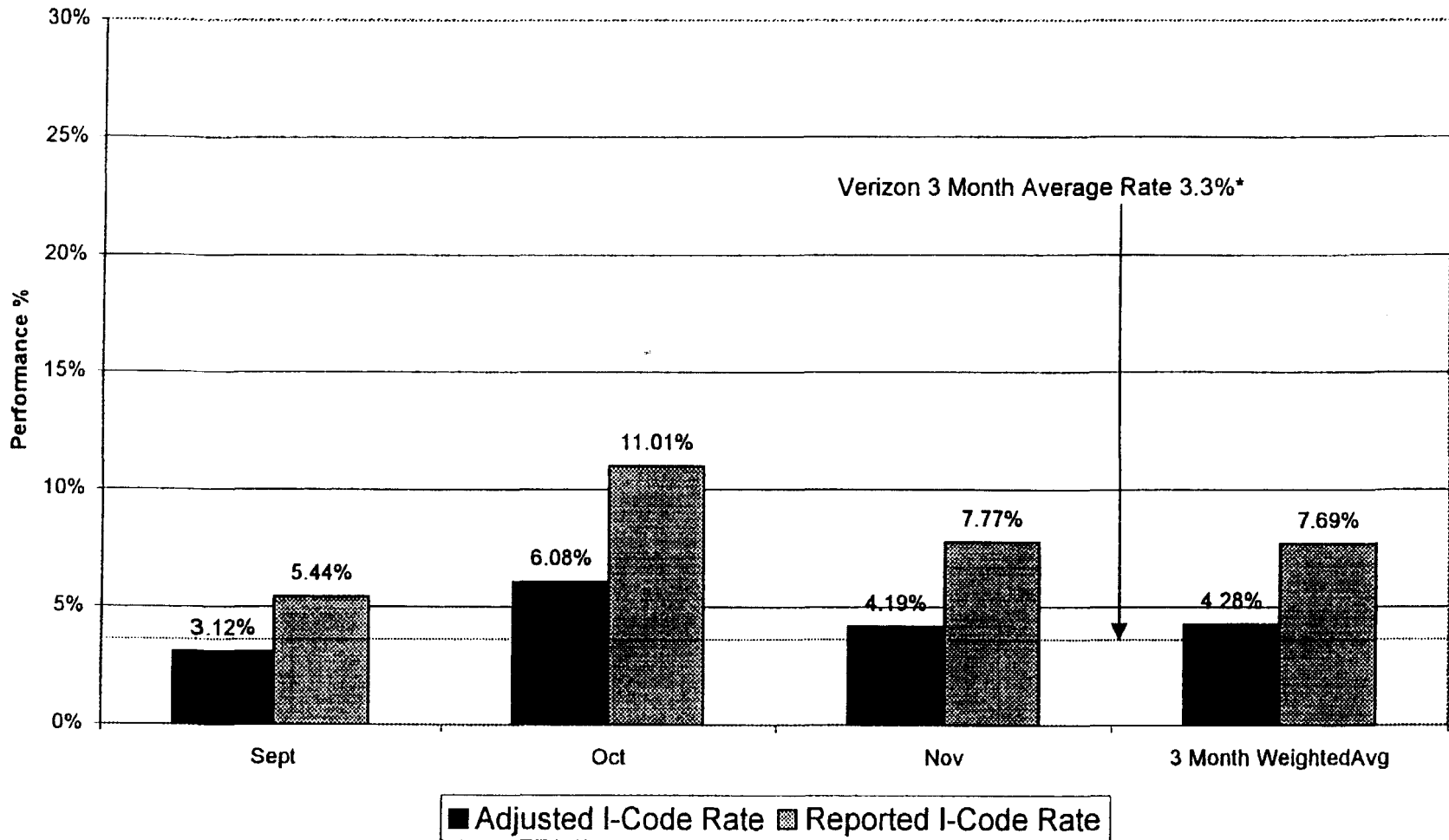
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On-Time Performance For DSL Loops
Carrier To Carrier
September - November 2000

	<u>September*</u>	<u>October*</u>	<u>November</u>
Metric	<u>Percent On-Time</u>	<u>Percent On-Time</u>	<u>Percent On-Time</u>
PR 4-14	82.0%	81.2%	85.9%
PR 4-15	85.1%	87.7%	89.0%
PR 4-16	76.7%	77.8%	86.1%
PR 4-17	90.1%	88.5%	91.7%
PR 4-18	0.0%	0.0%	0.0%
Composite Performance	84.8%	85.7%	89.4%

* Adjusted For Work Stoppage

**I-Code Rate Comparison
Adjusted For Acceptance Testing Issues
Sept-Nov 2000**



* New consensus rate

**Massachusetts I-Code Study
Adjusted For Acceptance Testing Issues
September - November 2000**

	<u>September</u>	<u>October</u>	<u>November</u>	<u>Total</u>
Installation Orders	3014	2007	1338	6359
Total Installation Troubles	164	221	104	489
Installation Troubles With Acceptance Testing Issues	70	99	48	217
Remaining Installation Troubles	94	122	56	272
Reported I Code Rate (PR 6-01)	5.44%	11.01%	7.77%	7.69%
Adjusted I Code Rate	3.12%	6.08%	4.19%	4.28%